



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Human Resource Manpower Plan for A Love To Wash: Laundry Shop

Proponents:

(Lobenia, Ivan C.)

Email: 2021025781@feu.edu.ph

Institute of Accounts, Business and Finance
Far Eastern University - Manila

Second author: (Luceño, Dianne Shaine V.)

Email: 2021607281@feu.edu.ph

Institute of Accounts, Business and Finance
Far Eastern University - Manila

Third author: (Montinola, Beyoncé Haila B.)

Email: 2021612881@feu.edu.ph

Institute of Accounts, Business and Finance
Far Eastern University - Manila

Fourth author: (Rogel, Antonio Jr. V.)

Email: 2021058471@edu.ph

Institute of Accounts, Business and Finance
Far Eastern University - Manila

Watch us on Google drive:

https://drive.google.com/file/d/1FWoSe_ynLpnN2vll1s64JpljZCYU19PY/view?usp=sharing.

Corresponding proponent:

Cada, Leonardo Jr. F.

Email: lcada@feu.edu.ph

Institute of Accounts, Business and Finance
Far Eastern University - Manila

1 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023



This publication is licensed under a [Creative Commons — Attribution-NonCommercial 4.0 International — CC BY-NC 4.0](https://creativecommons.org/licenses/by-nc/4.0/)

APPENDIX

Acknowledgement.....	
.....3	
Overview of the	
Business.....	3
Introduction.....	
..3-4	
Staff Acquisition or Recruitment and	
Selection.....	4-5
Resource	
Calendars.....	5-6
Training	and
Management.....	Talent
	6-7

2 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Development.....

.....7

Performance

Reviews.....

.....7

Recognition and

Rewards.....

.....7-8

Employee

and

Labor

Relations.....8

Health

and

Safety

Risks

Program.....8-9

Recommendation.....

.....9

References.....

.....9-10

3 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Acknowledgement

Praise is to God Almighty, the one testing us all at all times and making decisions about what we don't know and can't know. Writing this report appeared to be a great experience to us. it added a lot to our knowledge while we were working on this project. If we say that this project is one of our memorable experiences in student life, then it would not be wrong. We owe profound gratitude to Mr. Leonardo Cada Jr. for stimulating our creative abilities by assigning this report to us. We are immensely obliged to all our fellow students who guided us in making this report, without whose considerate attention and interest, it would be difficult for us to complete this project on time. Whatever we have learnt from them and this project report has put indelible impression on our mind. It is our conviction that this learning experience will always be a source of help in our practical life and professional career.

1. Overview of the Business

A love to Wash Laundromat is a concept of Laundry Services available to individuals and families, including dry cleaning and ironing. Instawash Laundry Services intends to offer affordable "luxury" cleaning to all. Quality is made available to everybody. Laundry Services is the best service provider in your area. The core business is the cleaning of clothes. Our team is taking care of each item with a great respect. Removal of the spots, small repairs, high quality finishing are some of the features that make A love to Wash Laundry Services different. The geographic target is Barangay 133, 63,506 residents as of 2017 including Household, Employees and Business Owners. The main objective is to position A Love to Wash Laundromat as the premier Laundromat serving the residents of the Barangay of Pasay. The marketing strategy will first seek to build customer awareness regarding the services provided, and then develop the customer base. The message that A Love to Wash seeks to communicate is that its clean, quiet and innovative facility is oriented toward people. This message will be communicated by various methods. The first method will be advertisements placed in the Social

4 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Media such Facebook, Instagram, Twitter, etc. The second method will be a promotional effort based primarily on brochures and leaflets. The third method of communication will be networking. Networking will be used to generate the word-of-mouth referrals.

2. Introduction

Human resource management is the strategic approach of managing the organization's most valuable asset—it's employees, who contributes to the achievement of the company's overall goals. The HRM process consists of eight practices; strategic HR planning, job analysis and job design, recruitment, selection, performance appraisal management, training and development, compensation and benefits. The purpose of these practices is to ensure the employee's skills and talents are used effectively and in alignment with the organization's goals (Youssef, 2015). The laundry industry has been thriving in the Philippines due to the increasing demand for laundry services. As with any other business, managing a laundry shop requires an effective and efficient human resource management system. Human resources (HR) is a vital component of any business that deals with people and is responsible for managing the organization's most valuable asset - its employees. In the Philippines, HR management practices have evolved over the years, adapting to changes in the business environment and regulations.

According to a study by the Asian Development Bank, the Philippines' labor market is characterized by a large and growing workforce, high unemployment rates, and a significant skills mismatch between employers and employees (ADB, 2019). To address these issues, the government has introduced various labor laws and policies aimed at protecting the rights and welfare of workers. In addition, HR professionals in the Philippines are increasingly adopting innovative HR practices, such as talent management and employee engagement programs, to attract and retain talent in a competitive labor market (HRR, 2021). In the context of the laundry industry, effective HR management is essential for the success of laundry shops. Laundry shop owners need to ensure that they have the right people, with the right skills, in the right positions, at the right time. They also need to implement HR policies and procedures that comply with labor laws and regulations, such as minimum wage and working hours. Moreover, laundry shop owners need to develop a positive and productive work environment that fosters employee engagement and satisfaction.

5 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

The focus of this paper is to provide an overview of human resource management practices in the laundry industry in the Philippines. Specifically, this paper aims to identify the challenges faced by laundry shop owners in managing their workforce, and to propose best practices for HR management in the laundry industry. By doing so, this paper aims to contribute to the understanding of HR management in the context of small and medium-sized enterprises (SMEs) in the Philippines.

A. Staff Acquisition or Recruitment and Selection

Staff acquisition or recruitment and selection are critical sub-topics in staffing management, especially in the laundry shop industry, where customer service is a key factor in success. As the laundry shop business continues to grow, attracting and selecting the right employees becomes increasingly essential to maintain high-quality services and customer satisfaction.

According to a study by The Coin Laundry Association, laundry shop owners should focus on recruiting employees with excellent customer service skills, as this is the most important factor in attracting and retaining customers (Coin Laundry Association, 2018). Moreover, the laundry shop industry requires employees who can work in a fast-paced environment and handle multiple tasks simultaneously, such as sorting and folding clothes, operating washing and drying machines, and handling cash transactions. Effective recruitment and selection processes can help laundry shop owners identify and attract candidates with the required skills and qualifications. This can include creating job descriptions that reflect the specific job requirements, advertising job vacancies through appropriate channels, and using effective screening and selection methods to ensure that the selected candidates are the best fit for the job.

B. Resource Calendars

A laundry shop's resource calendar could list a variety of details, including staff, equipment, supply, and maintenance availability. Additionally, it could also list significant dates like public holidays and

6 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

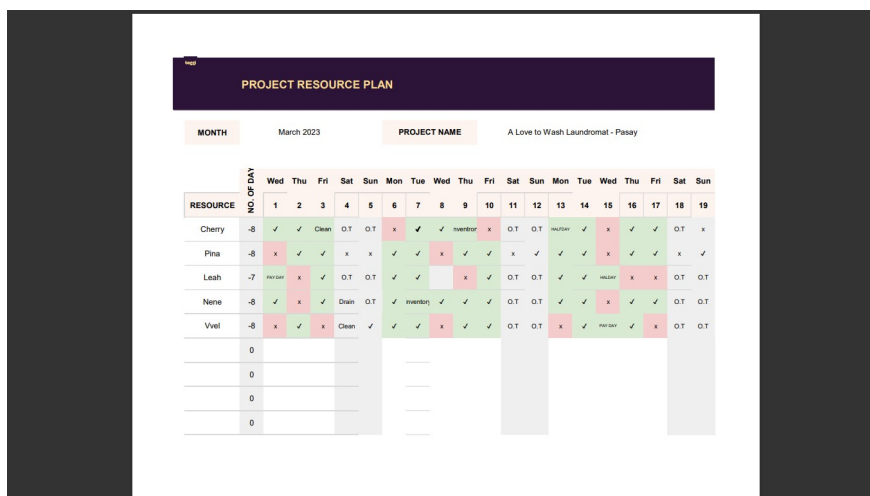
"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

occasions that might have an effect on how the shop operates. It is important for a business to have a resource calendar because according to Landau, P. (2022) scheduling is a necessary component of project management in addition to planning and budgeting. Deliverables must be completed by particular dates on your project's plan, but in order to do so, your human resources must be scheduled using a resource calendar.

The calendar could be set up as a table with dates and details for each resource, a box chart, a flow chart, or any combination of these. The box chart, for instance, might display the staff, equipment, and supply availability for each day of the week. The workflow of laundry operations, including the steps involved in receiving, sorting, washing, drying, and folding garments, could be depicted using a flowchart. The diagram could show how the shop is organized, including where the machines, storage spaces, and workstations are located.



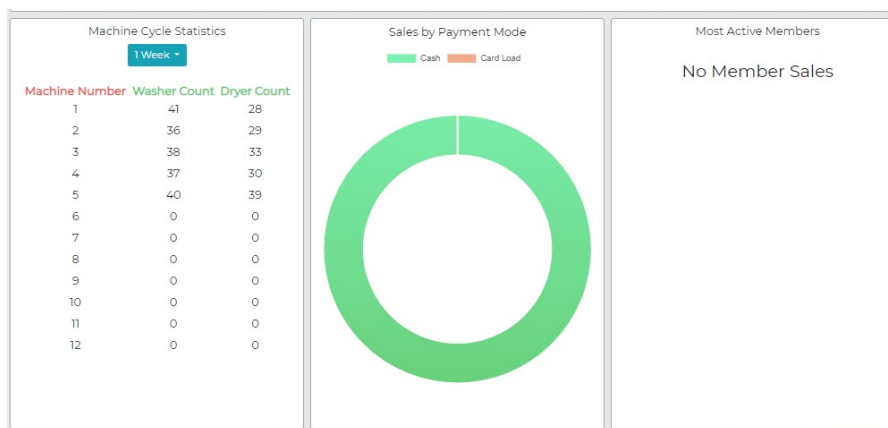
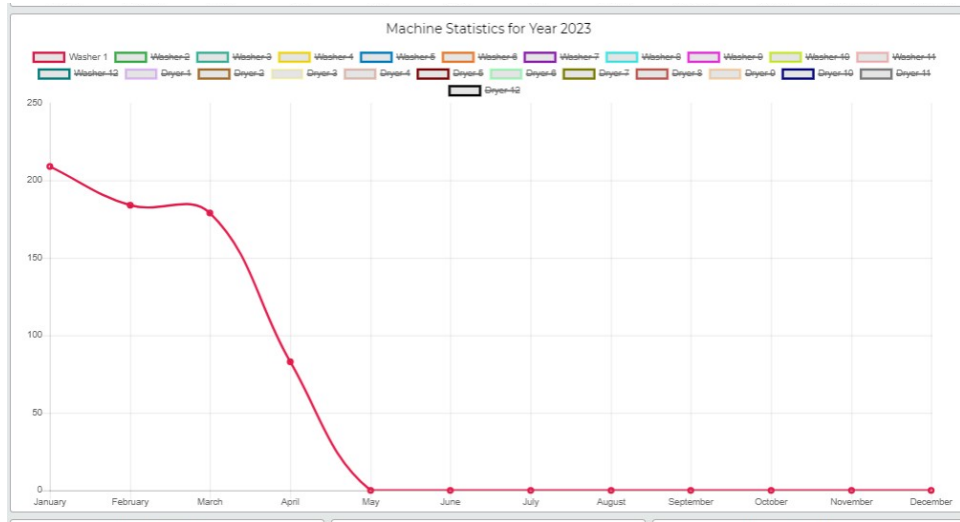


HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023



C. Training and Talent Management

Training and talent management are crucial aspects of any industry, including the laundry shop industry. Training refers to the process of teaching new or existing employees the skills they need to perform their job tasks effectively. On the other hand, talent management refers to the process of identifying and developing the skills, abilities, and potential of employees to meet the long-term goals of the organization. In the laundry shop industry, training and talent management play a critical role in ensuring that employees are equipped with the necessary skills to provide quality services to customers. According to a study by the International Journal of Business and Management,





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

effective training can lead to improved customer satisfaction and increased employee retention in the service industry, including the laundry industry (Chen & Huang, 2012). Therefore, investing in training and talent management can help laundry shop owners to improve their services and retain their employees, leading to increased profitability and success in the industry.

D. Development

Development is an essential component of organizational success, including in the laundry shop industry. Development refers to the process of improving the skills, knowledge, and abilities of employees to meet current and future organizational needs. It includes activities such as coaching, mentoring, and providing opportunities for learning and growth. In the laundry shop industry, investing in employee development can have a significant impact on organizational outcomes. Research has shown that development programs can improve employee job satisfaction, performance, and retention, leading to enhanced customer satisfaction and profitability (Ahmed & Iqbal, 2013). Moreover, development can help laundry shop owners to adapt to changes in the industry and remain competitive by providing employees with the skills and knowledge necessary to meet customer needs.

E. Performance Reviews

- Haydee Montinola maintains and values a positive attitude toward her employees and is quick to form close bonds with them. She works hard to assist new staff integrate and is eager to please both internal and external clients, making her an ideal cultural match for our firm. During a recent volunteer day event, she also exhibited her ability to work successfully across departments. As a result, everyone had a good time and got a lot done.

- " In order to maintain their quotas, I evaluate my employees' working hours on a weekly and monthly basis. If their schedules are too busy, I





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

must contact someone to fill in for them. If my employees are dissatisfied and not giving it their all to succeed, I will address them."

F. Recognition and Rewards

- Haydee Montinola throws a party for the staff, and we frequently reward them for going above and beyond by giving them half days, either in the morning or afternoon, after they finish their work. staff happiness and satisfaction are improved as a result of rewards, which lowers staff turnover and boosts productivity.

- " Every year or on special occasions, My personnel feels valued and important when they are recognized for their efforts or when business objectives are reached. I believe that allowing them to go early when they have earned it will provide them the necessary downtime to unwind or engage in enjoyable activities. I also do stuff like deliver meals, cash bonuses, and gift parcels. "

G. Employee and Labor Relations

- Other things specified in this contract that must be provided by the Contractor include orientation and training, a manual of procedures, a quality control program, the necessary data, and scale certification. In order to perform the services mandated by this contract, it shall make available the number of appropriately qualified employees, paid at the going rate, and it shall accommodate any adjustments, shift schedules, or other changes that may be necessary.

- "As the employer, is required to pay each employee at least the minimum wage set forth in the wage schedule for that employee's grade and level of experience. An employee must be placed in the grade in which he works the most when being graded for this purpose."





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

The higher salary, which will be treated as the employee's prescribed basic wage, will continue to be paid to any employee who earns more than the minimum under the wage schedule. Every year, a pay agreement will be reached. Every employee, excluding incentive, attendance, or other bonuses, with a full year of service in December of each year will earn a bonus. Employees may be asked to work overtime on any regular workday, as well as on holidays, Saturdays, and Sundays, and they must comply when asked to do so.

H. Health and Safety Risks Program

- The Contractor shall, in the performance of this Agreement, take all reasonable safety measures for the protection of the lives and health of persons in the Laundry Plant and the Transportation Vehicles. Federal, state, and municipal safety and fire laws and ordinances will all be followed by the Contractor. The Contractor is responsible for staying current with these rules and norms and adhering to any modifications.

The machines are completely dry, free of lint, visible soil, and offensive odors. Wherever possible, stains and spots are eliminated without causing fabric damage. There are no hazardous compounds left over. materials including detergent, bleach, and alkali that are used regularly in the laundry. to mechanically and chemically clean textiles made of synthetic or natural fibers. Tumble drying, ironing, folding, and all other normal industrial processes that textile products go through while they are in the laundry are included in the contract's definition of "terms."

- *"As a business owner, I provide overalls and/or protective clothing or equipment that may be required for my staff or employees to wear or that may be necessary to maintain the safety of the customers, and I maintain such items in good condition at no cost."*

Recommendation

11 INDEXED AT:



B. A. TAMARAW
oel adac education



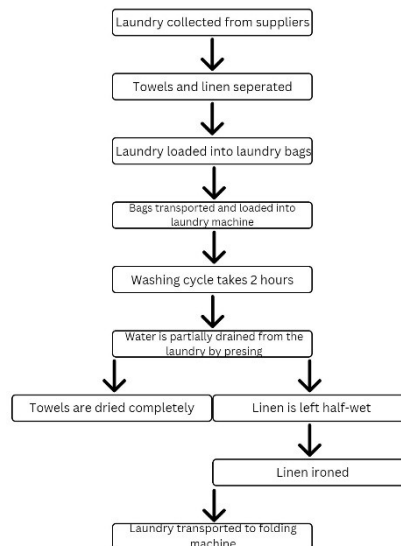
HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

This paper can be further improved by having more respondents signing up to join the interview. Besides that, there should be initial assessment regarding a certain form of knowledge for example wire locking knowledge before having them go through the virtual reality program. This will help to evaluate the answer more accurately instead of the respondent providing his/her thought on a question being asked on the survey. Furthermore, the paper should include varieties of task



instead of one task to allow these students to be tested their knowledge.

References:

- (1) Godlewski N. (2020). Evolution of Lanundrymats.
<https://www.nerdwallet.com/article/small-business/how-to-start-a-laundry-business>.
- (2) Armee L. (2021). Industry revenue of "laundry services" in the Philippines 2012-2024.
<https://www.statista.com/forecasts/1221915/laundry-services-revenue-in-the-philippines>.





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

- (3) Coin Laundry Association. (2018). Best practices for hiring employees. Retrieved from <https://www.coinlaundry.org/news/best-practices-for-hiring-employees>.
- (4) Chen, C. C., & Huang, J. W. (2012). The relationship between training satisfaction, organizational commitment, and career outcomes: An empirical study of Taiwanese employees. *International Journal of Business and Management*, 7(5), 145-158.
- (5) Ahmed, A., & Iqbal, N. (2013). Impact of training and development on employee performance and productivity in hotel industry of Lahore, Pakistan. *International Journal of Human Resource Studies*, 3(1), 110-120.
- (6) Landau, P. (2022). What Is a Resource Calendar in Project Management? <https://www.projectmanager.com/blog/resource-calendar>.
- (7) Kenton, W. (2023). Human Resources (HR) Meaning and Responsibilities. Investopedia. <https://www.investopedia.com/terms/h/humanresources.asp>.
- (8) Meier, K. (2021). A Quick Guide to Resource Calendars. Float. <https://www.float.com/resources/guide-to-resource-calendars/>.





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Appendices

Appendix A. Interview Questions and Answer

14 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

The interview with Haydee Montinola was conducted in private, and with her consent was recorded on a digital voice recorder.

Interviewer: How do you maintain and value a positive attitude toward your employees whilst maintaining their quotas?

Haydee Montinola: In order to maintain their quotas, I evaluate my employees' working hours on a weekly and monthly basis. If their schedules are too busy, I must contact someone to fill in for them. If my employees are dissatisfied and not giving it their all to succeed, I will address them.

Interviewer: How do you think can you boost your employees' productivity?

Haydee Montinola: Every year or on special occasions, my personnel feels valued and important when they are recognized for their efforts or when business objectives are reached. I believe that allowing them to go early when they have earned it will provide them the necessary downtime to unwind or engage in enjoyable activities. I also do stuff like deliver meals, cash bonuses, and gift parcels.

Interviewer: As an employer, can you explain to us more about the employee salary and labor relations?

Haydee Montinola: As the employer, is required to pay each employee at least the minimum wage set forth in the wage schedule for that employee's grade and level of experience. An employee must be placed in the grade in which he works the most when being graded for this purpose.

Interviewer: As an employer, how important is healthy and safety risks program?

Haydee Montinola: As a business owner, I provide overalls and/or protective clothing or equipment that may be required for my staff or employees to wear or that may be necessary to maintain the safety of the customers, and I maintain such items in good condition at no cost.

Appendix B. Interview Documentation

Image 1. Screenshot of the conversation with Ms. Haydee Montinola asking for her consent for the interview that will be conducted.



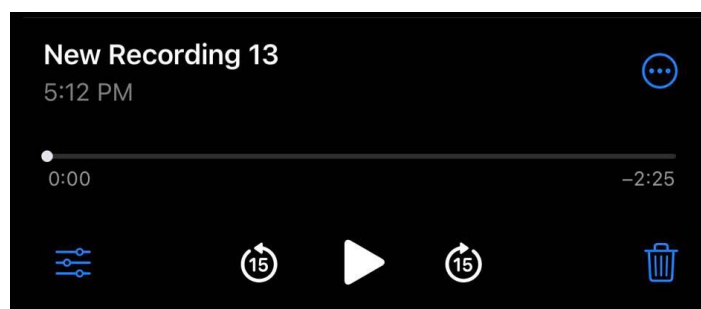
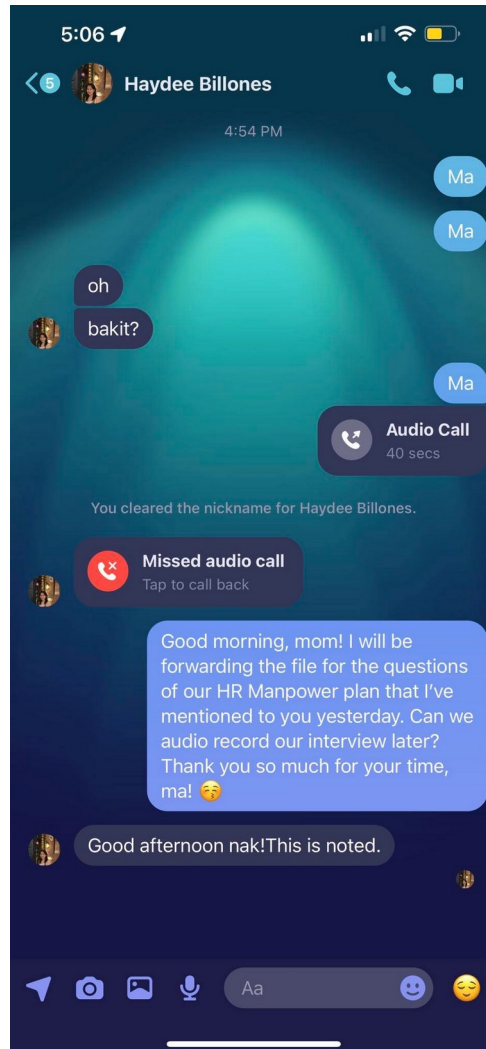


HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023






HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"


COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Appendix C. Consent Form



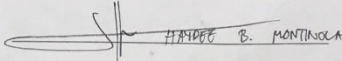
FAR EASTERN UNIVERSITY
Institute of Accounts, Business and Finance
Business Administration Department



Business Owner-Participant Consent Form

Title of the Project: HR Manpower Plan

- I Haydee Montinola agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concern students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant: 

Date: 04-19-2023

Names and signatures of students:

1. <u>LOPEÑA, NAN C.</u>	2. <u>MONTINOLA, HAYDEE HAULA B.</u>
3. <u>LUCENO, DIANNE SHARNE V.</u>	4. <u>ROGEL, ANASTASIO V.C.</u>
5. _____	

Date: 04-19-2023





HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Appendix D. Permit

18 INDEXED AT:



B. A. TAMARAW
oel adac education



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

